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UTILITY PATENT APPLICATION TRANSMITTAL (Only for new nonprovisional applications under 37 CFR 1.53(b))	Attorney Docket No.	C044.77166 (TAH)
	First Named Inventor or Application Identifier	
	Lundy Lewis	
	Express Mail Label No.	EL583585346US
Date of Deposit		May 23, 2000

APPLICATION ELEMENTS See MPEP chapter 600 concerning utility patent application contents	ADDRESS Box Patent Application TO: Assistant Commissioner for Patents Washington, DC 20231
1. <input checked="" type="checkbox"/> Fee Transmittal Form (Submit an original, and a duplicate for fee processing)	6. <input type="checkbox"/> Microfiche Computer Program (Appendix)
2. <input checked="" type="checkbox"/> Specification [Total pages <u>84</u> <u>81</u> - pages specification 1 - pages abstract 2 - pages claims 6 - Total claims	7. <input type="checkbox"/> Nucleotide and/or Amino Acid Sequence Submission (if applicable, all necessary) <ul style="list-style-type: none"> a. <input type="checkbox"/> Computer Readable Copy b. <input type="checkbox"/> Paper Copy (identical to computer copy) c. <input type="checkbox"/> Statement verifying identity of above copies
3. <input checked="" type="checkbox"/> Drawing(s) (35 USC 113) [Total sheets <u>26</u> <input checked="" type="checkbox"/> Informal <input type="checkbox"/> Formal [Total drawings <u>38</u>]	ACCOMPANYING APPLICATION PARTS
4. <input type="checkbox"/> Oath or Declaration [Total pages] <ul style="list-style-type: none"> a. <input type="checkbox"/> Newly executed (original or copy) b. <input type="checkbox"/> Unsigned c. <input type="checkbox"/> Copy from a prior application (37 CFR 1.63(d)) (for continuation/divisional with Box 17 completed) [Note Box 5 below] i. <input type="checkbox"/> DELETION OF INVENTOR(S) Signed statement attached deleting inventor(s) named in the prior application, see 37 CFR 1.63(d)(2) and 1.33(b). 	8. <input type="checkbox"/> Assignment Papers/cover sheet & documents(s)
5. <input type="checkbox"/> Incorporation by Reference (usable if Box 4b is checked) The entire disclosure of the prior application, from which a copy of the oath or declaration is supplied under Box 4b, is considered as being part of the disclosure of the accompanying application and is hereby incorporated by reference therein.	9. <input type="checkbox"/> 37 CFR 3.73(b) Statement (when there is an assignee) <input type="checkbox"/> Power of Attorney
16. Other:	10. <input type="checkbox"/> English Translation of Document (if applicable)
17. If a CONTINUING APPLICATION, check appropriate box and supply the requisite information: <ul style="list-style-type: none"> <input type="checkbox"/> Continuation <input type="checkbox"/> Divisional <input type="checkbox"/> Continuation-in-part (CIP) of prior application No.: <input type="checkbox"/> Cancel in this application original claims of the prior application before calculating the filing fee. <input type="checkbox"/> Amend the specification by inserting before the first line the sentence: This application is a <input type="checkbox"/> continuation <input type="checkbox"/> divisional of application serial no. , filed , entitled , and now . 	11. <input type="checkbox"/> Information Disclosure Statement PTO-1449 <input type="checkbox"/> Copies of IDS Citations
	12. <input type="checkbox"/> Preliminary Amendment
	13. <input type="checkbox"/> Return Receipt Postcard (MPEP 503) (Should be specifically itemized)
	14. <input type="checkbox"/> Small Entity Statement(s) <input type="checkbox"/> Statement filed in prior application, Status still proper and desired
	15. <input type="checkbox"/> Certified Copy of Priority Document(s) (if foreign priority is claimed)

Inventor or Identifier: Lundy Lewis

Serial No: Not yet assigned

Filed: Herewith

CHECK BOX, if applicable:

For: METHOD AND APPARATUS SERVICE ANALYSIS
IN SERVICE LEVEL MANAGEMENT (SLM)

☐ DUPLICATE

Fee Calculation Sheet

CLAIMS	FOR	NUMBER FILED	NUMBER EXTRA	RATE	FEE
	TOTAL CLAIMS (37 CFR 1.16(c))	6-20=	0 x	\$18	= \$ 0.00
	INDEPENDENT CLAIMS (37 CFR 1.16(b))	1-3=	0 x	\$78	= \$ 0.00
	MULTIPLE DEPENDENT CLAIMS (if applicable) (37 CFR 1.16(d)) +			\$260	= \$
				BASIC FEE (37 CFR 1.16(a))	\$ 690.00
				Total of above Calculations =	\$ 690.00
				Reduction by 50% for filing by small entity (Note 37 CFR 1.9, 1.27, 1.28).	\$
				Assignment Recordation Fee (if any)	\$
				Other Fees (if any).	\$
				TOTAL =	\$ 690.00

1. A check in the amount of \$ 690.00 is enclosed.

General Authorization to Charge Deposit Account and General Request for Extension of Time

2. a. ☒ If the filing of any paper in this application necessitates the payment of a fee under 37 CFR §§ ☒ 1.16 ☒ 1.17 or ☐ 1.18, and the fee due is in an amount different from any enclosed check or if no check is enclosed, the Commissioner is hereby authorized to charge any deficiency or credit any overpayment to Deposit Account No. 23/2825.
- b. ☒ The applicant hereby revokes any prior authorization to charge a fee due under 37 CFR §§ ☐ 1.16 ☐ 1.17 or ☒ 1.18.
3. If the filing of any paper in this application necessitates an extension of time under 37 CFR §1.136(a), the applicant hereby requests such extension of time. If the fee due is in an amount different from any enclosed check or if no check is enclosed, the Commissioner is hereby authorized to charge any deficiency or credit any overpayment to Deposit Account No. 23/2825.

Therese A. Hendricks

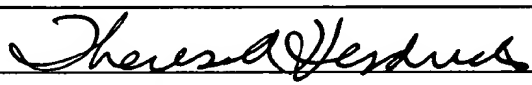
Therese A. Hendricks, Reg. No. 30,389
Wolf, Greenfield & Sacks, P.C.
600 Atlantic Avenue
Boston, MA 02210-2211
(617) 720-3500
Attorneys of Record

Docket No. C0441/7166 (TAH)
Date: May 23, 2000

18. CORRESPONDENCE ADDRESS*Correspondence address below*

ATTORNEY'S NAME	Therese A. Hendricks, Reg. No. 30,389				
NAME	Wolf, Greenfield & Sacks, P.C.				
ADDRESS	600 Atlantic Avenue				
CITY	Boston	STATE	MA	ZIP	02210
COUNTRY	USA	TELEPHONE	(617) 720-3500	FAX	(617) 720-2441

19. SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT REQUIRED

NAME	Therese A. Hendricks, Reg. No. 30,389
SIGNATURE	
DATE	May 23, 2000